STUCK AT 30% WITH A BLACK SCREEN

If you've ever found yourself being stuck at the loading screen with a black background (with no image) and the loading bar stuck at 30%, then unfortunately you will need to reinstall the game.

This error occurs during an update or a patch to the game, but can also happen due to the data stored becoming corrupted. There isn't really anything you can do expect reinstall.

> Warning: Reinstalling the game will require you to log back in. If you did not bind your account to Facebook, Google, Apple or Game Center, you will lose access to your account.

How to Fix

Android

You have two options here.

Easy Method

Easiest method is to do the following;

1. Uninstall the game
2. Restart your device
3. Reinstall the game
4. During the tutorial, press "Login to Existing account" link top right
5. Sign back into your account via your binding (Example, Google)
6. Play!

More Complicated Method

If the easy method doesn't work, you will need to try the following;

1. Locate your File Manager, or app that can view all your devices files.
2. Navigate to **Internal Storage > Android > obb > com.elex.twdsaw.gp** and delete that file/folder
3. Uninstall the game and restart your device
4. Go back to **Internal Storage > Android > obb > com.elex.twdsaw.gp** and delete any file/folder still present
5. Reinstall the game
6. During the tutorial, press "Login to Existing account" link top right
7. Sign back into your account via your binding (Example, Google)
8. Play!

iOS

Unlike Android, your data and cache are not as touchable as with Android devices. So your method is easier.

1. Force close the game
2. Long press on the app icon
3. Select the Red option, which will mention "Deleting App and Data"

4. Restart your Apple Device
5. Reinstall the game
6. During the tutorial, press "Login to Existing account" link top right
7. Sign back into your account via your binding (Example, Game Center)
8. Play!

Reminder: Doing any of these steps will clear your Data and Cache and will require you to log back in. If your account is not bound, you will lose access to your account. If this is the case, please contact Customer Service instead.

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